

**Provider Frequently Asked Questions**  
**E-Medicaid**  
**Hurricane Katrina Evacuees**

1. I am a Medicaid provider and need to know how to bill for a Hurricane Katrina Evacuee and determine if DMAS will cover the claim.

*Yes. Submitting a healthcare claim (UB92, ADA or CMS-1500) for an eligible Hurricane Katrina beneficiary is the same as any other Virginia Medicaid recipient. However if the recipient has not filled out an E-Medicaid Application (link to one) you should request that he/she do so before providing services. The completed application can be faxed to DMAS at 1-(804) 698-5645 or 1-(804) 698-5654. A quick eligibility determination will be made to provide you with their Medicaid Id # for billing purposes.*

2. I am not a Medicaid provider and need to know if I can be paid for providing services to Hurricane Katrina victims.

*Yes. Providers must first enroll as a provider with Virginia Medicaid prior to submitting a claim. The Provider Enrollment Unit's number is 1-(888)-829-5373. You can terminate your enrollment at any time.*

*Dental providers may enroll by contacting Doral Dental at 1-(888)-912-3456.*

3. Do I need to enroll as a provider with Virginia Medicaid?

*Yes. You need to enroll in order to get paid. However you are under no obligation to remain a Medicaid provider and can cancel your participation at any time. Providers must first enroll as a provider with Virginia Medicaid program prior to submitting a claim and receiving payment. Enrollment applications will be expedited for providers rendering services to Hurricane Katrina victims. The Provider Enrollment Unit's number is 1-(888)-829-5373.*

*Dental providers may enroll by contacting Doral Dental at 1-(888)-912-3456.*

4. How do I bill?

*Following enrollment as a provider, submit a healthcare claim (UB92, ADA or CMS-1500) just as you would for Virginia Medicaid recipients. Billing instructions can be obtained from the DMAS Provider Manuals located at [http://www.dmas.virginia.gov/prm-provider\\_manuals.htm](http://www.dmas.virginia.gov/prm-provider_manuals.htm)*

***Medical Claims should be sent to:***

*Virginia Medical Assistance Program  
P.O. Box 27443  
Richmond, Virginia 23261*

***Dental providers should send claims to:***  
***Doral Dental USA LLC-VACLAIMS***  
***12121 N. Corporate Pkwy.***  
***Mequon, WI 53092***  
***Or via the web at [www.doralusa.com](http://www.doralusa.com)***

5. Who do I call for help?

*For Provider Enrollment questions, please contact the Provider Enrollment Unit at 1-(888)-829-5373.*

*For all other questions, please contact the DMAS Help line at 1-(800)-552-8627.*

6. How do I confirm that patients are eligible?

*Eligibility can be confirmed via DMAS' Medicall system at 1-(800)-884-9730 or 1-(800)-772-9996. If a person comes in and has not been enrolled you should download a application from the DMAS web site and fax to 1-(804)-698-5645 or 1-(804)-698-5654.*

7. What if I cannot confirm eligibility?

*Call the Provider helpline at 1-(800)-552-8627 or 1-(800)-852-6080.*

8. What services are covered?

*All non-cosmetic health related services would be covered. Adult braces, Fertility drugs, Erectile Dysfunction Drugs, and cosmetic Surgery are not included.*

9. As a medical provider, if I have an evacuee who presents for medical treatment with a private health insurance card, do I have to go through E-Medicaid to receive reimbursement?

*No, if an evacuee presents with private health insurance, you may bill the private health insurance carrier. You are not required as a Medicaid enrolled provider to bill E-Medicaid for the services rendered to an evacuee and may use their private health insurance.*

10. As a medical provider, if I have already provided services and the person left before applying for E-Medicaid, is there anything I can do to be reimbursed for providing the service?

*If you as the provider have contact information on the person, you may try to contact them to inform them of the E-Medicaid program. They may apply through the local DSS office or your office may fax in the application to DMAS at 1-(804)698-5645 or 1-(804)698-5654.*

*If you have pertinent information on file, such as Social Security Number and date of birth, you may contact the DMAS Medicall system at 1-(800)-884-9730 or 1-(800)-772-9996 to determine if they have been found eligible for the program. Providers must have an E-Medicaid Enrollee Identification number in order to bill DMAS for services.*

*E-Medicaid is a voluntary program, and the decision to apply is left to the individual.*

11. An evacuee has been determined eligible for the E-Medicaid program and has been provided the Temporary Medicaid Eligibility Certification Letter by the local Department of Social Services. Is this letter only valid for services in the county in which it was provided?

*No. The certification letters are valid throughout the Commonwealth as long as they are original letters printed on letterhead stationary from the State Department of Social Services or a Local Department of Social Services. Providers may use the information available in this letter to bill DMAS for services provided. Only the individuals listed on the form are eligible to receive services.*

12. Who can sign the application? Can the provider, Red Cross worker, etc, sign the application?

*The displaced person or an individual (other than a medical service provider) acting on behalf of the individual can sign the application. A medical service provider cannot sign the application.*

13. Will E-Medicaid cover services provided in Virginia to a Hurricane Katrina evacuee currently living in West Virginia?

*No, coverage under Virginia E-Medicaid is limited to evacuees currently residing in Virginia.*